

NMHIX RFP No 2014/009 Offeror Questions and NMHIX Answers Provided December 12, 2014

Question #	Section	Questions	NMHIX Response
1	General	Please clarify to what extent office space, office equipment, furniture, network connectivity and access to existing state systems and documentation will be provided. If the Offeror is to provide facilities, please clarify expectations around the specific location, conference room space, space for NMHIX staff and access to NMHIX documentation and systems.	NMHIX is not a state agency. We are a non-profit public corporation. Offerors team will be co-located at the NMHIX office, and will be able to use shared network connectivity, will have access to project documentation and files needed to complete scope of work, conference room and kitchen. All other equipment requirements are to be provided by the Offeror.
2	1.3	Currently the State has ASPEN as the Integrated Eligibility System and Omnicaid as the Enrollment System. Is this RFP asking to manage and oversee the design, development and implementation of ASPEN and Omnicaid?	No. The Offeror is expected to oversee the work associated with enhancing and integrating NMHIX and NMHSD systems to include ASPEN and Omnicaid.
3	1.3	Can the selected bidder be asked to make any technical changes/enhancements or augment staff that provides services to the State's Integrated Eligibility system, ASPEN and to the State's Medicaid enrollment system, Omnicaid?	This RFP is for Project Management Services, and does not include any technical system development.
4	General	It is our understanding that New Mexico recently implemented a Medicaid eligibility system. Please clarify how this project will interact with that system.	No. The Offeror is expected to oversee the work associated with enhancing and integrating NMHIX and NMHSD systems to include ASPEN and Omnicaid.
5	General	Is the design and development of the Integrated Eligibility and Enrollment System as described in the current solicitation complete, exclusive of Medicaid and Qualified Health Plans?	Yes. The design and development of the NMHSD Integrated Eligibility and Enrollment System, ASPEN, is complete. The ASPEN system and other systems at NMHSD and NMHIX need to be enhanced in support of moving to a State Based Marketplace.

6	General	Is the scope of Project Management Services specific to overseeing integration and implementation efforts performed by HSD, other state/insurance agencies and project contractors?	This RFP is for overseeing implementation of New Mexico State Based Marketplace on both the technical and operational side.
7	General	Is there an organization chart/responsibilities matrix reflecting the resources (NMHIX, HSD, insurance agencies, project contractors) currently performing work on the Eligibility and Enrollment system project? If so, can a copy of each be provided?	An organizational chart will not be provided as part of this RFP.
8	General	Please identify the desired place of performance that is required to perform this contract.	Offerors team will be co-located at the NMHIX office, and will be able to use shared network connectivity, conference room and kitchen. All other requirement is to be provided by the Offeror.
9	General	Can NMHIX provide a list of other contractors (and contracts) that the Project Management Services contractor expected to interact with?	The selected Offeror will be expected to work with vendors in the areas of NMHIX enrollment system, systems integration, testing, IV&V, call center, as well as HSD and their related vendors. A list of contracture vendors will be provided to the Selected Offeror.
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10	1.1	Considering that the RFP was issued on December 5th, 2014 and the questions are due on December 9th, 2014, 5 PM MST, this seems like a very short duration for anyone to respond with a quality proposal by the due date. Would the board consider providing additional time for the response? Typical procurement of this size in the State provides a 6 week response time for the potential bidders.	The deadline for the PMO RFP submission has been extended to Dec. 23rd to allow additional time for Offeror's proposals. Offerors shall submit an electronic copy of proposals and price proposal on Tuesday, December 23, 2014 at 3 pm MT to RFP@NMHIX.com. The hard copy documents must arrive at the NMHIX office by December 26, 2014 by 5 pm MT.

<p>11</p>	<p>1.3</p>	<p>NM HIX is currently contracted with PCG to provide Project Management Services. Will this new contract replace PCG or will NMHIX have two PMO vendors providing similar services for the duration of the contract?</p>	<p>The NMHIX intends to select one Offeror who is capable of performing all services solicited in this RFP, and there will only be one PMO.</p>
<p>12</p>	<p>2.17</p>	<p>Does this mean a qualified bidder with the best proposal and the best cost may not be invited? If so, what is the criteria used to decide who is awarded this bid?</p>	<p>At the sole discretion of NMHIX and/or its Evaluation Committee, some Offerors may be asked to participate in oral interviews, presentations, and/or demonstrations prior to the selection of a Contractor. All proposals will be evaluated according the evaluation criteria set forth in Section 5.2.</p>
<p>13</p>	<p>2.2</p>	<p>Given that this procurement uses public funds for services in the State, what are the specific State of New Mexico procurement rules or provision by which you are bound?</p>	<p>NMHIX is not a state agency. We are a non-profit public corporation. This procurement follows the Contracted NMHIX procurement policy available online: http://www.nmhix.com/wp-content/uploads/2013/01/ProcurementPolicy03212014.pdf</p>
<p>14</p>	<p>2.23</p>	<p>The second paragraph of this section indicates that NMHIX discourages exceptions to contract terms in the sample contract and conditions in the RFP. Will the successful Offeror be prevented from negotiating a specific term or condition if it failed to take an exception to that term or condition in its proposal?</p>	<p>We strongly encourage applicants to review the sample contract and conditions for their proposal. If an Offeror believes strongly that specific terms or conditions require an exception, the Offeror should outline their proposed modifications, and the committee and legal counsel will consider these suggestions.</p>

15	2.23	Is this Sample Contract to be completed by the Offeror and included as part of their proposal submission?	We strongly encourage applicants to review the sample contract and conditions before submitted their proposal. If an Offeror believes strongly that specific terms or conditions require an exception, the Offeror should outline their proposed modifications, and the committee and legal counsel will consider these suggestions. Offerors are not expected to complete the sample contract.
16	2.25	In the last sentence of this section, the Offeror certifies compliance with “all federal provisions related to conflicts of interest.” We believe that there are many federal laws, regulations and guidelines that are related to conflicts of interest that are not applicable to the services to be provided under this RFP. Can NMHIX confirm our understanding that the Offeror only needs to certify its compliance with applicable federal provisions related to conflicts of interest, including those specifically identified in the last sentence of this section?	Yes. The NMHIX offer needs certify compliance with applicable to the services to be provided under this RFP.
17	3	So that we may submit the most cost-competitive bid, to what degree are work products requested RFP No.2014/009 are already in progress or have been started by Exchange Staff or other vendors?	The selected Offeror is required to review, validate, and update existing project documentation and artifacts as necessary in support of the project. Offerors should know that existing project documentation and artifacts were developed with a different project scope and no longer may be correct.

18	3	Will the state be procuring for the actual integrated eligibility and enrollment system, or has a vendor already been selected for these services?	The NMHIX enrollment system has been selected (GetInsured - COTS/SaaS). The New Mexico Human Services Department manages the ASPEN eligibility system. The selected Offeror will provide project management services on enhancing how these two systems work together.
19	3.1	Can NMHIX quantify this scope? Is NMHIX looking for policy help or technology help or decision making help? This would help correctly quantify the scope.	NMHIX is looking for all of these services as part of the RFP.
20	3.1	Can you please define the scope for this requirement? For example, what kind of information? Integration of information from which systems? What kind of reporting capabilities? Is the PMO expected to bid Hardware/Software and services required to fulfil this requirement?	Scope of this RFP is for Project Management Services to oversee implementation of New Mexico State Based Marketplace - both technical and operation side. It does not require chosen vendor to procure any hardware/software for State
21	3.1	What scope of services are defined under project management consulting? Is NMHIX seeking a vendor to run operations for an SBM?	Please review scope of work in section 3.
22	3.1	Can you please define the scope for New Mexico's Integrated Eligibility and Enrollment System?	Scope of this RFP is for Project Management Services to oversee implementation of New Mexico State Based Marketplace - both technical and operation side.
23	3.1	Please provide information about existing NMHIX contractors with whom the PMO Offeror will need to work collaboratively.	The selected Offeror will be expected to work with future vendors in the areas of NMHIX enrollment system, systems integration, testing, IV&V, call center, as well as HSD and their related vendors.
24	3.1	Please provide information about whether the NMHIX plans to retain a Systems Integrator (SI).	NMHIX intends to procure systems integration services in the near future. Selected Offeror will be asked to support procurement for other vendor needs, including systems integration per section 3.10.

25	3.1	To what extent is NMHIX already working collaboratively with other state entities such as OSI and HSD regarding coordination, integration and joint decision making? Please provide any governance documents, decision making processes and/or interagency agreements between NMHIX and other partnership agencies.	NMHIX Project team is working collaboratively with both HSD and OSI regarding coordination, integration and joint decision making. Any relevant documentation regarding these relationships will be provided to the selected Offeror.
26	3.1	Please provide additional information regarding the required financial and operational reports.	The selected Offeror will be required to support NMHIX compliance with all federal reporting requirements required of a SBM related to this integrated technology project. In addition, the Board, NMHIX management and others may require reports relating to the oversight of the NMHIX vendors and systems.
27	3.1	Please provide additional information regarding the requirements to build and maintain information access, integration and reporting capabilities.	See section 3.4.3 Manage Project Reporting for Integrated Eligibility System Projects to Internal and External Stakeholders.
28	3.1	Please provide additional information to distinguish the PMO Offeror role from that of an SI or Technology vendor as it relates to overseeing the data migration effort to transfer data from the FFE to the integrated eligibility and enrollment system.	The selected Offeror for PMO will be responsible for developing and getting alignment on the data migration strategy. Selected Offeror will then be responsible for ensuring the data migration strategy is completed successfully by overseeing other vendors involved.
29	3.11	Please confirm that Offeror will only be responsible for developing and overseeing the data migration plan and that another entity will be responsible for performance of the data migration.	The selected Offeror for PMO will be responsible for developing and getting alignment on the data migration strategy. Selected Offeror will then be responsible for ensuring the data migration strategy is completed successfully by overseeing other vendors involved.

30	3.11	How would this vendor migrate data into HSD integrated eligibility system when it is currently being maintained by a different vendor under a different contract?	<p>The selected Offeror for PMO will be responsible for developing, and getting alignment on the data migration strategy. Selected Offeror will then be responsible for ensuring the data migration strategy is completed successfully by overseeing other vendors involved.</p> <p>Scope of Project Management Services vendor will be to work closely with system vendors to develop and oversee a plan for migrating data into and within the NMHIX/HSD integrated eligibility system.</p>
31	3.12	The Offeror will be responsible for reviewing and validating developing..." Please clarify; will the selected firm be responsible for developing an operating model or reviewing and validating an existing model?	The selected Offeror will be reviewing and validating the call center operating model, which is currently in development by NMHIX staff.
32	3.12	The RFP indicates that "The Offeror will be responsible for reviewing and validating developing an operating model for the NMHIX Call Center as required by CMS." Is the Offeror responsible for 'reviewing and validating' or 'developing' a call center operating model?	The selected Offeror will be reviewing and validating the call center operating model, which is currently in development by NMHIX staff.
33	3.14	Can NMHIX specify what other projects? Or is this a bid where the successful bidder can do any other project in the State of New Mexico, without going through the normal procurement process?	NMHIX is not a state agency. It is a non-profit public corporation. The selected Offeror may be asked to provide additional support as needed to supplement other NMHIX projects under the selected Offeror's master contract (i.e., additional scopes of work, staff augmentation, etc.). All additional support requests will be in compliance with the Offeror's master contract and NMHIX procurement policy.

34	3.2	Will Offerors be responsible for tracking time of other contractors or are they only responsible for tracking the time of Offeror's staff?	The Offeror will be contracted on a fix price contract. The PMO will be expected to oversee the work products of other vendors as it relates to the project plan and schedule. Invoicing for other vendors will be managed by NMHIX.
35	3.2	Can NMHIX clarify which system are covered under "complete information technology systems?	<p>The scope of this RFP is for Project Management Services to oversee implementation of New Mexico State Based Marketplace on both the technical and operational side.</p> <p>The Offeror is expected to oversee the work associated with enhancing and integrating NMHIX systems to include GetInsured platform, Call Center system, work done by Systems Integrator (Shared HUB, Share Identity Management etc.) and NMHSD systems to include ASPEN, YES-NM and Omnicaid.</p>
36	4.1.7	Please clarify the need and intent for the Offeror to capture hours expended and other pertinent data.	Per Section 4.1.7, the Offeror must propose a fixed price contract to deliver the scope of work as set forth in Section 3. The Offeror should also provide a rate card to address any optional staff requirements under section 3.14.

37	3.2	Integrate and manage NMHIX, HSD, OSI, and NMHIX Board activities throughout the project lifecycle to ensure successful implementation of the HIX solution” – what boards are being referred to? Would the NMHIX PMO vendor have the authority to manage/coordinate such meetings?	The Board refers to the "The New Mexico Health Exchange Board" - Offerors would work with NMHIX staff to keep the board and appropriate committees engaged and informed in the project as directed by NMHIX staff.
38	3.2	Does NMHIX provide the management tool or is it the responsibility of the vendor to provide the tool and required licenses?	The selected Offeror will be required to select and provide a management tool needed to deliver the scope of work.
39	3.6	“The Offeror will develop accurate and complete requirement sets...”- Is developing requirements part of the scope?	Yes.
40	3.8	Will Offerors be responsible for completing code reviews or only overseeing code reviews as part of overseeing systems development?	Offerors responsibility will be to oversee code reviews
41	3.9	Are there dependencies on the NM Department of Information Technology as it relates to the successful vendor’s responsibility for business continuity and disaster recovery planning and implementation?	No.
42	4	Will the Government provide the estimated contract value for this RFP?	NMHIX is not a state agency. It is a non-profit public corporation. Per section 4.1.7, Offeror should propose a price proposal for completing all tasks in the scope of work. The Offeror's proposed cost will account for 20% of the evaluation criteria. NMHIX is seeking competitively priced proposals from highly qualified vendors.
43	5.2	Are there specific pass/fail criteria for company qualifications?	Please see section 4.1.2

44	5.2	Staff qualifications and experience implementing state based marketplaces" as one of the evaluation criteria. Is actual system implementation experience required or will other experience with marketplace implementation projects, such as IV&V or project oversight, meet this requirement? Will other large-scale health and human services system implementation experience (e.g., MMIS, Integrated Eligibility) meet this requirement?	Please see section 4.1.2
45	5.2	Evaluation Criteria, the matrix shows that Staff Qualifications and Experience Implementing State Based Marketplace’s evaluation weight is 50%. Does this requirement area include both Section 4.1.3 - Personnel Qualification and Experience on Page 26 and Section 4.1.4 – References on Page 27? If it does not, is there any evaluation criteria for Section 4.1.4 response?	Yes.
46	3.3.1	The RFP indicates that “This will include preparing IAPD and Documentation for OCSE Submission and Revising IAPD and Documentation for Approval.” Since the level 1 and level 2 grant funding is already completed, what IAPD support is still required?	This section was included in error, and will be removed per Addendum No. 1.
47	3.3.1	Does the procuring agency have a template, or sample, of the IAPD that will need to be submitted to the OCSE? Is there a reason the research, planning, coordinating and writing of this document is not included as an element of the cost proposal?	This section was included in error, and will be removed per Addendum No. 1.

48	3.4.2	<p>What system(s) are covered under "Integrated Eligibility System Projects" ? Does this include systems like Federal HUB, ASPEN and Omnicaid?</p>	<p>This RFP is not asking to oversee core ASPEN and Omnicaid development. This RFP is for NMHIX and work done on State Medicaid side as it relates to implementing State Based Marketplace. Scope of this RFP is for Project Management Services to oversee implementation of New Mexico State Based Marketplace - both technical and operation side.</p>
49	3.4.2	<p>Will the successful PMO vendor for this contract be ineligible to propose any system development work for the system(s) covered under this requirement?</p>	<p>The scope for the selected Offeror will be to oversee and manage the implementation of New Mexico State Based Marketplace. The nature of the scope of work requires the selected Offeror to be neutral towards contracting vendors and related parties. Conflict of interest will be reviewed during this process, and on an on-going basis.</p> <p>We ask all the bidders to clearly indicate any conflict of interest that may exist and how they propose to mitigate this conflict as mentioned in Section 2.25 of this RFP</p>
50	3.4.2	<p>Please clarify the financial analysis expectations beyond what is already captured as part of the IAPD and/or grant application/reporting.</p>	<p>Offerors will be expected to provide financial analysis to NMHIX on project design and development options throughout the project. This will include outlining both short-term costs and impacts on long-term maintenance and operating costs.</p>

51	3.4.5	Section 3.4.5 notes that the scope of work includes development of Memoranda's of Understanding (MOUs) as needed. In our experience, these are usually legally binding documents that are developed by legal departments with support of the agencies. Will the PMO vendor be expected to develop these legal documents or to facilitate the process leveraging existing NMHIX and State of New Mexico legal resources?	The selected Offeror will be asked to work in collaboration with NMHIX legal counsel on any MOUs or procurements facilitated on behalf of NMHIX.
52	3.4.6	To help with defining scope, can NMHIX provide some examples of other workgroups?	In addition to the Requirement workgroup and standing project steering team, other workgroups may be convened on an ad hoc basis to address policy decisions. NMHIX will be responsible for selecting and convening members of Ad Hoc workgroups, whereas the PMO will be responsible for facilitating of meetings.
53	3.4.7	It is our understanding that the NM HSD has already procured a vendor to conduct these activities for HSD. Please clarify how these efforts will be distinct from or collaborate with the HSD efforts.	HSD has not procured a Project Management Services vendor to oversee implementation of New Mexico State Based Marketplace. HSD has other system projects that are not related to implementation of State Based Marketplace.
54	3.4.7	Please clarify the need and purpose for a NHSIA State Self-Assessment (SS-A). We understand this is already being performed as part of a separate New Mexico PMO contract.	This section was included in error, and will be removed per Addendum No. 1.
55	3.4.8	Please clarify the need and purpose for a MITA State Self-Assessment (SS-A). We understand this is already being performed as part of a separate New Mexico PMO contract.	This section was included in error, and will be removed per Addendum No. 1.

56	3.5.2	The RFP refers to Level 1 and Level 3 business process flows needed for section 3.5.1. Does this refer to Level 1-3 as identified below? If not, please explain. 1 - Functional level or business area; 2 - Business process level; 3 - Activity level	The selected Offeror will be asked to develop level 1 functional level and level 3 activity level processes.
57	3.5.3	Regarding the gap analysis referred to – our understanding is that NMHIX, other than SHOP, has no existing functionality and that all ACA functionality is covered by healthcare.gov. Is the gap analysis to cover what exists in healthcare.gov and what NMHIX needs to operate an independent state exchange?	The gap analysis is to cover existing shop and individual NMHIX processes and operations.
58	3.6.1	Please provide an overview summary of what is included in the security and privacy work within the scope of this RFP as opposed to the scope of security and privacy work expected to be procured per Section 3.10.	Under section 3.6.1, selected Offeror will be required to support NMHIX development of requirements, including those requirements related to privacy and security.
59	3.6.2	Will requirements be developed from scratch or will the selected firm be refining existing requirements?	Under section 3.6.1, selected Offeror will be required to support NMHIX in reviewing and validating existing requirements and creating additional project requirements in line with existing project scope.
60	3.6.2	Please confirm that this task invokes E&E system requirements and not requirements for the HIX.	Scope of this RFP is for Project Management Services to oversee implementation of New Mexico State Based Marketplace - both technical and operation side. Chosen PMO vendor will be responsible to oversee all the NMHIX requirements and requirements set by CMS for State Based Marketplace

61	3.6.2	Who are the vendor(s) responsible for developing the architectural documents?	Respective systems vendors will be responsible for developing their system architectures and work collaborative to produce the integrated architecture. Currently, New Mexico contracts with GetInsured and Deloitte to do work related to implementation of State Based Marketplace
62	3.9.1	Please confirm that the solutions vendors are responsible for the development and implementation of the system training plan that the PMO will oversee.	The selected Offeror will be responsible for the oversight of vendor development and implementation of the system training plan that the PMO will oversee.
63	3.9.1	Can you elaborate on the training needs for the HIX PMO? Does this mean 'reviewing and validating' or 'developing and/or implementing' a Training Plan?	Selected Offeror will be overseeing another vendor and/ or NMHIX staff that will be responsible for training. The responsibility of the PMO will be insuring the training plan is adequate and meets timeline of overall project plan.
64	3.9.2	Please provide an overview summary of what is included in testing within the scope of this RFP as opposed to the scope of testing expected to be procured per Section 3.10.	Scope for the selected Offeror for oversight of testing, includes user acceptance and end-to-end testing of the HIX technology system. Third party tester will be responsible for full system and integration testing.
65	3.9.2	Section 3.9.2 states that the selected firm will perform testing. Section 3.10 lists developing an RFP for a testing vendor as one of the potential responsibilities. Please confirm that NMHIX is looking for the selected project management firm to perform testing.	Scope for the selected Offeror will include User Acceptance and End-to-End testing of the HIX technology system. Third party tester will be doing full system and integration testing.

66	3.9.2	Please clarify whether the SI, technology vendor, NMHIX or the PMO Offeror must provide and support the test environments, including all hardware, software and promotion of code into the test environments for both system and UAT.	Scope for the selected Offeror will include User Acceptance and End-to-End testing of the HIX technology system. Third party tester will be doing full system and integration testing.
67	3.9.2	Is the expectation that the successful PMO vendor will actually “perform” the system and UAT testing, or manage and document those processes?	Scope for the selected Offeror will include User Acceptance and End-to-End testing of the HIX technology system. Third party tester will be doing full system and integration testing.
68	4.1.2	The RFP asks for annual billings; does this mean yearly financial records? If so, are they acceptable via a CD ROM? If an annual billing entails something different, please explain further.	Yes, and a CD Rom is acceptable.
69	4.1.3	Section 4.1.3 of the RFP indicates that Offerors should provide key personnel and provide their qualifications. However, no key positions or roles appear to be identified in the RFP or related documents. Is this an omission, or does the New Mexico Health Insurance Exchange (NMHIX) intend for Offerors to propose their own key personnel?	NMHIX intends for Offerors to propose their own key personnel and roles.
70	4.1.3	Please clarify that you only need the list of Key Personnel we propose?	Yes. NMHIX intends for Offerors to propose their own key personnel and roles. personnel not assigned to this project need not be included.
71	4.1.3	Please clarify that the Offeror needs only to identify the roles for the Key Personnel.	Yes. NMHIX intends for Offerors to propose their own key personnel and roles. personnel not assigned to this project need not be included.

72	4.1.6	Is it acceptable to submit a consolidated fixed rate for Year 2016 "Option Term 1" and "Option Term 2"? The "Cost Proposal Template" only includes columns for 2015 and 2016 and it does not have columns for the "Option Term 1" and "Option Term 2".	NMHIX will update cost proposal as part of Addendum No 1.
73	4.1.7	The RFP states that the price proposal must be inclusive of all taxes, travel expenses, materials, and print. These areas are not addressed within the provided Cost Proposal template. Since this information is not necessary to the evaluation of proposals and it is something that we (and likely other Contractors) consider confidential, would NMHIX be willing to modify the RFP so that the only information required to be reported is that which is included within the Cost Proposal Template, the amount per deliverable?	NMHIX is requesting fixed fee proposals that would be inclusive of all these costs.
74	4.1.7	Since the scope and requirements for the Project Management Services are fluid, would NMHIX consider a Time and Material type of contract rather than a fixed fee type?	Per Section 4.1.7, the Offeror must propose a fix price contract as well as rate card to address section 3.14.
75	Attachment A	In regards to Attachment A: PMO Cost Proposal Template, "Company Rate Card," will the Government specify what should be included in the proposed rates, e.g., company overhead, fringe, G&A or others?	Per Section 4.1.7, the Offeror must propose a fix price contract as well as rate card to address section 3.14.